

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

Services

1. The Contractors are going to be using some form of shelter. The Department has a policy memo that outlines an exception process if a child or youth is in shelter beyond 15 days, and 30 days. . Will this continue with the Child Welfare/OJS reform? Is everyone expected to do the exception process for stays in shelter beyond 15 and 30 days?

The Policy Memo- #13-05 Title 390 - Use of Emergency Shelter Care Placements must be followed until Policy is changed. There will be further review of this policy in the future.

2. Can Contractors use Pride training?

The Department has received a response from Linda Arnold at Child Welfare League of America, (CWLA).

The CWLA wants states or agencies to be able to use PRIDE and is willing to work with agencies to remove barriers that would prohibit use of PRIDE. Nebraska (DHHS) was licensed for PRIDE. The Department's purchase of the license gave them the right to copy PRIDE materials. Users that aren't licensed have been required to purchase the training materials from CWLA rather than copying them. The CWLA is willing to talk with the Contractors about possibilities to avoid cost of purchase standing in the way of using PRIDE.

Each contractor would need to have CWLA train its master trainer(s). Linda would like to have a conversation with the Contractors that are interested in using PRIDE. Until arrangements are made through CWLA, no Contractor should be using PRIDE. Contractors can contact Linda at (405)812-1806.

3. Are the Contractors required to provide aftercare for adoption?

Yes, aftercare is to be provided to adoption cases. The language regarding aftercare is in the Operations Manual, Chapter 16. Aftercare is provided in all cases, with exception as defined below.

16. Aftercare for Families

- A. **Aftercare shall be provided for 12 months following case closure. Aftercare is not required in the following situations:**

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

1) In the cases where the only services provided were related to an Initial Safety Assessment.

2) Families who move out of state.

3) When the youngest child in the family has reached the age of 19. (Note: The contractor is required to continue to work with the youth through their independent living program until age 21 as set out in Section 17.)

4. Can the Department give information to the Contractor about youth temporarily committed to DHHS for purposes of an OJS evaluation? The Service Area would prefer not to wait until disposition to make a referral. For those youth the Department is recommending a commitment to OJS, can the contractor be assisting with placement, services, resources, etc ready to go the day of disposition?

You may share information of a youth during the time they are a temporary ward. There is a meeting scheduled for December 29, 09 that may further define this process.

5. How will Home Studies be done during the transition?

For Relative and Adoption home studies necessary for cases that have not been assigned to a service coordinator, DHHS may refer to a provider in the service area to complete the home study. This is permitted for only Relative and Adoption home studies. All other home studies, excluding ICPC and ICJ requests coming to Nebraska from another state, are the responsibility of the Contractor(s) serving your service area.

The Department will need to be informed which providers the service areas will be utilizing to complete the home studies. The service areas should send to Patti Reddick the names of the individuals to extend their contract. Contracts may not go beyond the end date of the transition schedule for your service area.

- **SESA – January 31, 09**
- **ESA – February 28, 09**
- **CSA – March 31, 09**
- **NSA – March 31, 09**
- **WSA – March 31, 09**

A service area may have preference for the DHHS staff to complete the home study. They may elect to continue in this method during the transition.

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

6. Could you clarify for the Contractor the Transportation Standards as indicated in the Contract? If we are taking a child (under the age of 12) to a visitation with his or her parents are we required to have an escort with them? I wouldn't think the so but just wanted to check given those standards and the sensitivity w/ transportation. How about if we are taking a kid to school in the morning?

The answer is dependent upon the 'we'. According to the Ops Manual, Section 6, if an employee, sub-contractor, foster and/or adoptive parent, volunteer or intern of the Contractor, an escort would not be necessary. According to the contract III.A.11.d., there is need for an escort if you are utilizing commercial transportation services for children ages 12 and under or if there is a need for a youth ages 13 through 18.

Roles and Responsibilities

1. Can the CFSS monthly visit with the parent and child be made during the Family Team Meeting (FTM), or must it be a second meeting at another time/location?

The CFSS can meet their monthly visit requirement via a face to face visit at the FTM or any other setting as long as it is a separate individual conversation to ensure that all the elements needing discussed can be. The Operations manual only requires the CFSS to make monthly contact with the child(ren) to assess ongoing safety/permanency/wellbeing and not the parent monthly as well.

2. What will be the statewide process for when courtesy workers are requested now that the Roles & Responsibilities states that DHHS will also be required to do monthly visits? This could mean that a family would have 2 CFSS assigned (one in their home county and one where one of the kids lives) as well as possibly a Service Coordinator in both Service Area's if services are needed. This seems very cumbersome and confusing for a family.

It is the expectation that the Service Coordinator assigned visit the child, even if placed in another service area. Since Service Coordination cannot be subcontracted out, one contractor cannot request that another contractor complete a service coordinator function of completing the monthly required contacts. This will not affect current DHHS practice of allowing a courtesy worker to be assigned when needed.

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

3. The Roles and Responsibilities outlines that DHHS is responsible for completing the Statement of Disclosure with the Contractor. There are other forms that are normally signed at placement. Is the Contractor to complete these forms? Since the Contractors are responsible for location of placement and transportation to placement, will they do the placement packet?

Each of our contractors has their own agency forms for “placement packets” that they will go through with placements/foster parents. The Department will print off the placement agreement form from N-FOCUS at time of new placement and sign to consent for placement and the attached statement of disclosure to the contractor.

4. Who will be signing 100A's and 100B's? Will it be the CFSS or the Case Coordinator?

The CFSS will sign the 100A's and 100B's.

5. Who should Central Office ICPC staff send document and reports from other states.

The documents, reports and etc., should be sent to CFSS

6. From whom can the Central Office ICPC staff receive questions or requests on ICPC cases?

From the CFSS. The CFSS may involve the Service Coordinator in any conference calls related to a child's placement.

OJS Roles and Responsibilities

1. Who should grant contact approval for the youth for visitors, mail and phone at the YRTC's, Detention Facilities and the HRC?

The JSO and the Service Coordinator should be on the approved list. The Service Coordinator may give approval for other contacts.

2. Who will participate in the Behavioral Accountability Meetings?

Both the JSO and the Service Coordinator will participate in the Behavioral Accountability Meetings (BAM). The primary contact for the BAM is the Service Coordinator. The Service Coordinator will

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

have responsibility to schedule and attend BAM and provide any factual information on behavior, case progress, and concerns. The JSO facilitates, documents the BAM meeting and determines any changes to the Conditions of Liberty and any additional decisions. The Service Coordinator will enforce changes as established.

3. Who does the HRC contact if they have to send a youth back to YRTC/revocation hearings?

They may contact the Service Coordinator. The Service Coordinator will contact the JSO.

4. Who is responsible for the discharge placement from the YRTC's and the HRC?

The Service Coordinator should be contacted regarding the discharge placement. The Service Coordinator in collaboration with the JSO and HRC will secure the placement. The JSO has the final approval on the placement.

5. A Service Coordinator stated to a youth they are to only communicate to the Service Coordinator and they in turn will inform the JSO. This issue came up when a youth was released from the YRTC and a team meeting was conducted. The youth was returning home and the JSO was going over the Conditions of Liberty (COL) with him. There is a condition where the youth is to inform the JSO immediately when they have contact with Law Enforcement or have received a citation. The Service Coordinator stated that the youth is to tell them first and they will inform the JSO within the 24 hour time frame.

The youth should be able at any time to speak directly with their JSO. The youth is expected to abide by the Conditions of Liberty (COL) and cannot be told otherwise. There may be a need to provide an alternative plan for communication specific to the individual needs of the youth. This should be documented in the Special Conditions. A youth may not have a plan to prohibit their communication, but rather may provide alternatives.

6. The JSO recommended that the youth be placed on a Electronic Monitor or receive Tracker Services. The Service Coordinator said it was up to them to decide what services the youth should receive. Their decision would be based off of the youth's needs that were discussed and addressed in the team meeting.

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

The decision to use electronic monitoring is that of the JSO. The Contractors are responsible for services to be put into place for the youth. There should be discussion between the JSO and the Service Coordinator regarding the need for and frequency of a Tracker. If the JSO and Service Coordinator cannot agree, the Issue Resolution process Chapter 9 of the Operations Manual, should be utilized. Your final statement is correct their decision should be based off the youth's needs that were discussed and addressed in a team meeting

7. How long does the JSO have to make a determination about discharge placement for the youth in our program?

There is no established time frame. The discharge planning should begin at the time of their placement.

8. When the HRC's have team meetings for the youth, do both the JSO and contractor need to be conferenced in on the phone? If both the JSO and contractor need to be involved in the treatment team meetings monthly, are they to use the bridge system so everyone can be in on the call for the youth? Who will pay for the bridge number for conference calls? Child and Family, HRC, etc? Right now the JSO and family are involved on the conference calls, if they can not be here in person. We only have the capability to have two parties at a time on the phone with us.

Yes, both the JSO and the Service Coordinator should participate in the team meeting and may be conferenced in on the phone. If the JSO and Service Coordinator are in separate locations, there may be a need for a Bridge call. The expense the Bridge call is the obligation of the HRC. CFS does not pay for the cost of a Treatment Team meeting.

9. If the HRC's have an AWOA during regular business hours, do we call the contractor or JSO? Can the contractor issue pick up orders on HJCDP youth?

You may contact the Service Coordinator or the JSO. The Service Coordinators cannot issue a detainer or pick up orders.

10. Will family meetings with the contractors and the youth in our program be held at HRC or will the contractors be using the DHHS office downtown to meet with the youth and families? Who will schedule these meetings and space? The contractor or our staff? Who will be responsible for transporting the youth downtown?

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

The location of the family meetings should be determined by the needs of the family. The Service Coordinator will be responsible for scheduling and coordinating the meetings.

Evidenced Based/Promising Practices

Employment – Staff Requirements

1. Who do the Contractors need to conduct Google searches on.

The expectation remains to conduct a Google search on all employees, interns, and volunteers that it is foreseeable that the individual may have contact with children, youth and families in the performance of this contract.

2. The Contractor's understanding was they did not have to use the Google process as part of our background checks if they had a professional company do the work? It is an expense but it is very comprehensive. They have turned things up that I know the Contractor would have not found on a Google search. Could you clarify?

The search on Google or another search engine is an additional step. Someone, either the professional company or someone within your agency will need to Google the employee's name.

Quality Assurance/Utilization Management

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

Financial

1. Does the Out of Home Reform Contractor pay for the legal costs of establishing a guardianship that occurs pre-adjudication? If not the Contractor, then who or how do we pay for this?

The Department is not responsible for these costs. The Contractor would need to assist with meeting this need, which could be through payment or exploring alternatives with the family or in the community.

2. Does the Out of Home Reform Contractor pay for the legal costs of establishing custody when that occurs pre-adjudication? If not then Contractor, then who or how do we pay for this?

The Department is not responsible for these costs. The Contractor would need to assist with meeting this need, which could be through payment or exploring alternatives with the family or in the community.

3. Who pays for an Independent Living Maintenance Payment to a state ward in the ESA, the Department or the Contractor? Is that money part of the Independent Living money carved out of the ESA?

The Contractor pays the Independent Living Maintenance Payments. That money was not part of the Independent Living money carved out.

4. Who will be loading all the service types and the specific rates for each contractor into N-FOCUS per the cross walk project? Will this be done in Central Office or in each service area? Will Central Office be shutting down all the service types in N-FOCUS currently that will no longer be used after full implementation?

Each Service Area will be responsible for loading the service types and rates for the contractors in their area. At this time the unused service types will remain on N-FOCUS.

5. Will the Contractors be paid for the last day of out-of-home care?

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

The Out of Home care payment can be granted on the first day of care, but none granted on the last day of care when issuing an authorization to the Contractors for an out of home payment.

6. Can the home studies be billed?

Home studies and other related resource development functions are an administrative activity and, therefore would not be billed as a child specific service. That cost is covered in the non-service specific payments we make to the Contractors or the “administrative overhead” Contractors may build into their service rates.

7. Are attorney fees for our guardianships now the responsibility of the contractor or DHHS under the subsidy?

The money for any legal fees related to guardianship is in the Contractors funding.

Sub-Contractors

Independent Living

1. I am confused about the responsibility of the Reform Contractors and the services to our Independent Living kids and/or older youth. I know that in ESA, money was held out of the contracts to be allotted for the Foster Youth Council (FYC) - the contractors in ESA are all coordinating to work with the FYC. However, my questions are this?

- a. What exactly did that money cover before?

The money covered the services as identified in the previous contract with Central Plains Center for Services. I’m attaching the link as it may be more complete to review the scope of services than to repeat all of them.

http://www.dhhs.ne.gov/Children_Family_Services/CWJS/contract/Central%20Plains%20Independent%20Living.PDF

- b. Are PALS services to be provided by the contractor or the FYC?

The Contractor is responsible for the PALS services. The Contractors should be encouraged to link up with the FYC to clarify what their program can do for youth and how they can work collaboratively to benefit the youth. Whatever the FYC is

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

not able to provide for the youth, the Contractors will be responsible for.

- c. Which money was the previous PALS contract in?

The PALS program was funded by Chafee, State and Private funds.

- d. Placement at Independent Living facilities (i.e. Jacob's place) - who pays this monthly room and board?

The Contractor is responsible.

- e. We know that the contractors are to be providing the monthly Independent Living stipend, and that Former Ward payments will still come from DHHS for now – correct?

Yes, this is correct.

Miscellaneous

1. A question came to the Sponsors about the Contractors having in their files copies of the social security cards and birth certificates of children or youth they are serving.

The Contractors can receive this information on a case specific basis. For instance, the Contractor may need this information to assist a youth to secure a driver's license or gain employment. They do not need this information on all children or youth.

2. How does the Department show that they have approved the contractor to use secure transport? Is this a verbal approval or a form that requires signature? We assume that permission must be given for each incidence of needing secure transportation but need this clarified.

This could be a verbal approval followed up with documentation on N-FOCUS. The service area may determine the need for a signed document in their service area, but this will not be required state wide.

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

N-FOCUS and Outlook

1. Can alerts be generated when something has been documented on N-Focus by a Service Coordinator, prompting our CFSS to go in and look at it?

There is not a plan to generate alerts when the service coordinator has documented into N-FOCUS. It is anticipated there will be frequent if not daily documentation into N-FOCUS by the service coordinators. The concern is this would cause an alarming rate of alerts. It will also be important for the service coordinators to be informed when the CFSS has documented into N-FOCUS.

2. For new subcontracting providers/orgs that develop over time, who will load those new orgs onto N-FOCUS? Roles & Responsibilities indicates the contractor, but wanted to make sure as previous documents indicated DHHS was responsible.

The Roles and Responsibilities only address loading the organizations for the placements. For other providers (subcontractors), the Department will load these organizations when necessary. Since the Department is not paying subcontractors directly, they will only need to load the organizations of IV-E services. For example, if fuel was purchased at Casey's by the contractor, the Department would just pay the contractor for the amount spent; we would no longer need to load Casey's as an organization.

3. Where is the Contractor to document the family team meeting. The Contractor was under the impression that all of their narratives would be entered under a contractor specific narrative, but don't have "Family Team Meeting" option under the contractor specific area on N-FOCUS. I

Contractors should document Family Team Meetings in the Program Case narratives under the subject area Family Team Meeting. All Family Team Meetings are to be documented by the Contractors so we had no need to have two separate Family Team Meeting narratives. The Contractor specific narratives are narratives that should only be entered by Contractors. Contractors may also use any other CFS narrative with the exception of the Required Contacts for state staff. They have their own Required Contacts narratives.

4. Are the contractors to load organizations on to N-FOCUS?

IMPLEMENTATION OF CHILD WELFARE AND JUVENILE JUSTICE SERVICE DELIVERY AND SERVICE COORDINATION

The Contractors are only responsible for loading foster homes. They will not load any other organizations. There will only be a need to load the providers they use if it is an IV-E service. The Reconciliation Team will also have responsibilities for defining the billing process. The Reconciliation Team will establish the process and documentation that needs to be in place when we do need to know this information.

Performance Outcomes